

Team Leader, Matthew Talbot Newcastle

Position Description

Directorate:	Vinnies Services
Reports to:	Manager, Matthew Talbot Newcastle
Direct reports:	Caseworker/s
Location:	Flexible with the metropolitan north geographical area.
Primary position objective:	Provide support and lead a team in a holistic person-centred approach. Responsible for effective management, housing coordination of people experiencing homeless or at risk of homelessness and to keep the team functional and focused.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Team Leader, Matthew Talbot Newcastle will:

- Contribute to the successful implementation of the Strategic Plan within their team.
- Provide supervision, support and leadership to case workers at Matthew Talbot Homeless Service.
- Ensure all support plans are in place and reflect a person-centred approach.
- Provide case management and/or accommodation services leadership and focuses the team on client outcomes.
- Implement a 'housing first' model with Case Workers utilising resources i.e. housing assessments and support plans
- Monitor support plans and case notes to ensure quality work and standards are maintained.
- Promote systems and policies for the protection of client confidentiality and promote the dignity of the client.
- Support teams to value and work within a trauma informed framework.
- Foster a team culture characterised by partnership and collaboration to achieve positive outcomes for people accessing the service.
- Ensure all data and records are accurate and meet quality SHS standards.
- Understand budget parameters and where possible present strategies for improvement.
- Provide monthly written reports and statistics (CIMS/CMS) on activities as requested by the Manager.
- Ensure staff work within the guidelines of the Society's Mandatory Reporting.
- Be involved in continuous quality improvement activities including support plans, accreditation, review of policies and procedures.
- Provide case management that is 'person' focused, socially inclusive, non-judgemental' in conjunction with each client, and using all relevant assessments, developing goal orientated case plans relevant to the specific needs of the individual and to his/her recovery stage.
- Develop and monitor Support Plans with Case Workers for everyone accessing MTHS, ensure plans are regularly reviewed and updated.
- Provide a multidisciplinary and integrated approach to conducting joint case planning, includes working with Tenancy Support Officer as well as staff from other agencies.
- Monitor the intake process to ensure timely follow up and worker allocation.
- Maintain confidentiality according to the service's policy and procedure.
- Ensure client referrals are timely and to appropriate services.
- Advocate for clients where necessary, including government departments, courts and other service providers.
- Maintain a broad understanding of state and federal government policies.
- Maintain good relationships with other organisations that interact with MTHS and the people accessing the service.
- Monitor and maintain Case Workers allocated case load (distributed by the Manager)
- Contribute to policy and procedures development and implementation.
- Attend and actively participate in staff meetings.
- Provide weekly case work reports to the Manager, Matthew Talbot Newcastle, attend regular supervision and reflective practice.

- Ensure SHS Standards and guidelines are monitored and achieved.
- Keep up to date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participate in training workshops.
- Adhere to all Society WHS safety policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with the staff team and external partners.
- Participate and implement the Society's 'Stronger Together'.
- Work within the relevant Society policies and Code of Conduct.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Effective engagement of members in service.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

Key working relationships

In addition to the Manager, Matthew Talbot Newcastle and their direct reports, the Team Leader will foster close working relationships with:

- Social and Affordable Housing Fund (SAHF) Officers (Vinnies Services);
- Quality Officer, Housing and Homelessness (Strategy and Governance).

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams

using digital tools.

- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant qualification/s in Social Work/Social Science/Community Welfare or equivalent work experience in the homeless sector.
- Proven leadership and management skills.
- Knowledge of case management principles especially trauma informed care practices.
- Proven administrative and financial management skills.
- Proven interpersonal and communication skills including negotiation and conflict resolution skills.
- Knowledge of community resources including drug and alcohol rehabilitation, mental health, legal assistance, income support, employment service providers, training and accommodation.
- Sound knowledge of Workplace Health and Safety and Child Protection legislation and requirements.
- Ability to use sound judgment and act appropriately in crisis and emergency situations.
- Computer proficiency with Microsoft software including Word and Excel.
- NSW driver licence and ability to travel.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Sound knowledge of the social, community and private rental housing market in NSW.
- Experience in report writing.
- Current working knowledge of CIMS database.